POST-DEPLOYMENT MONITORING
AND ANALYSIS OF SERVER PERFORMANCE

Abstract of the Disclosure

5   A system for monitoring and analyzing the post-deployment performance of a web-based or other transactional server is disclosed. The monitoring system includes an agent component that monitors and reports the performance of the transactional server over time as seen from one or more user locations. The performance data includes response times indicative of delays experienced by end users. Concurrently with the

10   monitoring of end user performance, a server agent component monitors and reports server resource utilization parameter measurements. A web-based reports server displays the data collected by the two types of agents through a series of charts and graphs that indicate whether correlations exist between the response times and specific server resource utilization parameters. The collected data may also be analyzed using a

15   root cause analysis system that detects performance degradations and identifies likely sources of such degradations.

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